

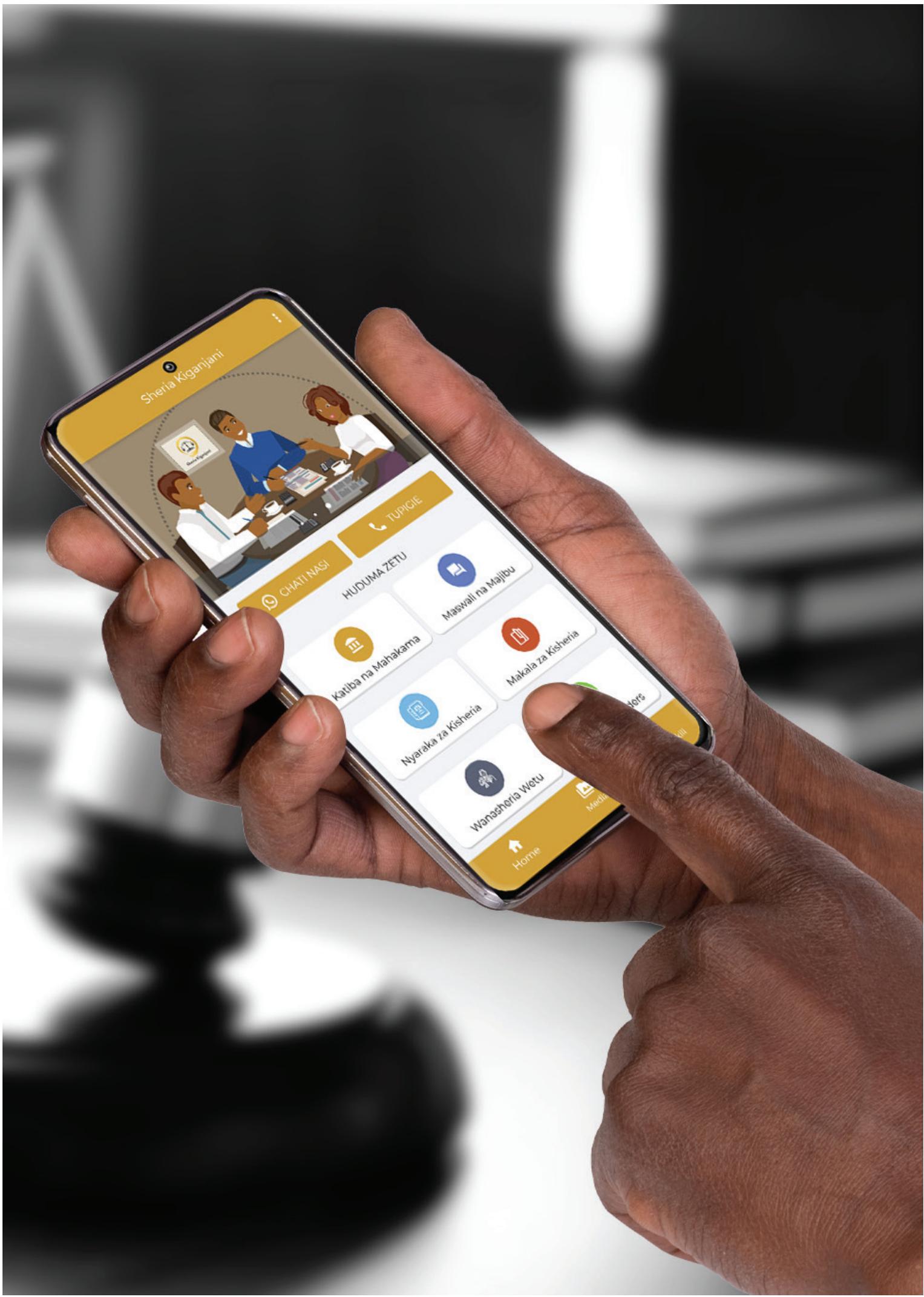


Sheria Kiganjani

**SHERIA
KIGANJANI**

**Annual
Report
2021**





Sheria Kigambani



CHATI NASI

TUPICIE

HUDUMA ZETU



Maswali na Majibu



Kariba na Mahakama



Makala za Kisheria



Nyaraka za Kisheria



Wanachoria Wetu

Home

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Message From The Executive Director

Dear Friends and Colleagues

We present to you Fahamu Sheria Foundation T/A Sheria Kiganjani annual report, after the formation of THE first-ever digital platform in Tanzania, Sheria Kiganjani in 2018.

Enlighten, watch, network, love, give, receive, settle disputes, forgive. With these few virtues, it should be possible to create, to shape and to cultivate small miracles with great effect, and finally to overcome big barriers, in order to help the local population of Tanzania.

The achievements outlined in this Annual Report speak for themselves. We grew our base of users by 27.1% an astounding success than any year before, and especially this one. We also transformed our internal operation; added several new Board members; brought on two new funding partners and upgraded our operating platforms. All while responding to more than 800 legal enquiries from across Tanzania monthly,

This leads me to another important point: our team. Large goals can only be achieved together, which is why I am convinced that networking is indispensable. Throughout 2021, our in-house team collaborated with our (out of office) teams in executing a number of projects, without whom we would not have been able to drive the impact we reported under (page/section); We acknowledge the role played by the Women land Rights monitors from Mkuranga village together with the women from the Tanzania Widows Association whom we have worked with throughout the year.

We believe that the future of access to justice and legal innovation is in technology. We will continue to embrace this and innovate around it to achieve our goal of making access to justice and the law readily available to 5 million people across Tanzania by 2030.

27%

**growth
on user base**

Many thanks for supporting us as we build Sheria Kiganjani.

Regards,
Adv. Nabiry Juma Jumanne
Executive Director, Sheria Kiganjani.

List of Abbreviation



ADR	Alternative Dispute Resolution
AGM	Annual General Meeting
APP	Application
CEO	Chief Executive Officer
COO	Chief Operations Officer
CSR	Corporate Social Responsibility
CTO	Chief Technology Officer
DWFF	David Weekley Family Foundation
EACOP	East African Crude Oil Pipeline
GBV	Gender Based Violence
HiIL	Hague Institute for Innovation of Law
ICRW	International Center For Research on women
IVR	Interactive Voice Response
JKCI	Jakaya kikwete Cardiac Institute
NHIF	National Health Insurance Fund
PAPs	Projects Affected Personals
SFF	Segal Family Foundation
SK	Sheria Kiganjani
SMS	Short Message Service
S4HL	Stand For Her land Campaign
TAWIA	Tanzania Widows Association
USAID	United States Agency for International Development



Introduction

Sheria Kiganjani (a Swahili word that translates to Law on Your Palm) is a legal platform which provides easily accessible and affordable legal services such as legal consultation, provision of legal documents/articles, access to various legal question and answers simplifying complex provisions of the law, provision of precedent cases, connecting users to the nearest lawyers and paralegals.

The platform is in swahili language throughout and uses multiple technological channels to reach its users or beneficiaries thus on, .



Mobile Application
(Android and iOS),



Interactive Voice Response
(call center),



Short Code Solution



Sending of bulk SMS



Website

The main aim of Sheria Kiganjani is to increase access to justice in the Tanzanian community, most specifically low- and middle-income earners by providing convenient and affordable legal services since most beneficiaries' face setbacks in acquiring legal services due to financial constraints and geographical remoteness.

The eventful 2021 saw Sheria Kiganjani opening new international partnership doors, impacted more women and children from remote geographical areas, drastic upgrade of our technological platforms, celebrated its three years anniversary and massively increased engagement in social media platforms.



Our Vision

To bridge the justice gap in Tanzania through the use of technology



Our Mission:

To assist Tanzania's low- and middle-income earners to access justice easily, affordably and timely.

Sheria Kiganjani Programs Linkages with Sustainable Development Goals (SDGs)

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



Sheria Kiganjani supports Social Accountability through providing legal education through documents, FAQ's and precedent cases. Through this support we contribute to improved transparency and ensure effective delivery of educational legal contents.

10 REDUCED INEQUALITIES



We contribute towards realization of this goal through the peace building interventions, social inclusion projects working with people with disabilities, youth and women.

5 GENDER EQUALITY



Sheria Kiganjani contributes towards this goal through supported advocacy for women's right to land and interventions to challenge bad traditional practices that consider women as second to men and do not offer equal opportunities.

4 QUALITY EDUCATION



Sheria Kiganjani supports Social Accountability through providing legal education through documents, FAQ's and precedent cases. Through this support we contribute to improved transparency and ensure effective delivery of educational legal contents.

Our Team

"Alone we can do so little, together we can do so much"-Hellen Keller

Our in-house dream team is made up of three (3) collaborative departments. We have the Legal, Tech and business development departments respectively.

Legal Department



Adv. Nabiry Jumanne
Chief Executive Officer (CEO)



Adv. Neema Magimba
Head of Legal



Evans William
Legal Officer

Business Development Department



Chris Bwemo
Chief Operations Officer (COO)



Brian Mallya
Head of Business Development



Tabitha Twining
Finance and Administration
Officer

Technical Team



Mussa Kisena
Chief Technology Officer (CTO)



Dietrich Mchami
Head of Systems & Development

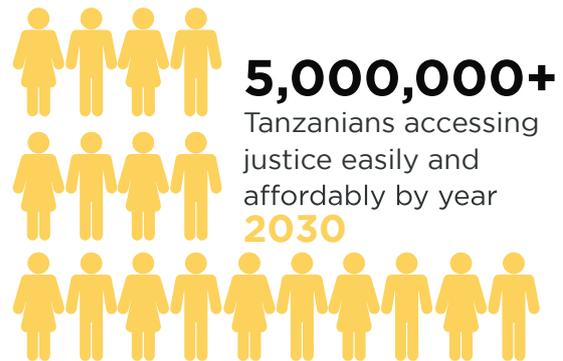
The Year 2021 In Review

2.1 Brief/ summary of achievement in 2021 (explanation and figures)

A. Increase in reach and the number of users:

In line with our vision of bridging the justice gap in Tanzania and our goal of having at least 5,000,000 Tanzanians accessing justice easily and affordably

by 2030, one of our objectives this year was to increase in reach and the number of users of our platform. With 20,000 users at the end of 2020, our target was to increase our users to 50,000 but also reach out to more users in rural Tanzania. This objective was achieved through access to justice projects targeting users in rural Tanzania as is highlighted in the proceeding sections of this report.



B. Increase in case resolution through Alternative Dispute Resolution (ADR):

The laws in Tanzania provide for the establishment of at least one Primary Court in each district, but in practice the majority of the people in our communities especially in rural Tanzania are forced to travel long distances to access the primary courts. With this in mind, we resorted to setting an objective to encourage dispute resolution through ADR channels that are relatively easily available and accessible to the majority of the community.

cases. In the year 2021, we managed to promote the use of ADR channels in resolving cases in communities and 21 out of the usual 30 cases are now being resolved amicably within communities across Tanzania through community leaders, paralegals, advocates and police officers, in a few instances arbitrators as well.

We receive and resolve over 800 legal inquiries in a month, out of this number, about 30 of the inquiries end up becoming



About 30 of the inquiries end up becoming cases

C. Capacity building for our teams to ensure standard service delivery:

This year, as we extended our operations, organized and executed more access to justice projects and overall service delivery, it was pertinent that our in-house staff together with the collaborative teams we use be equipped with the

required skills to execute our goals for 2021. We were working with even more complex communities than before and hence capacity building sessions were an important objective throughout the year.

We are grateful to our partners who contributed highly in ensuring that we achieved this objective.

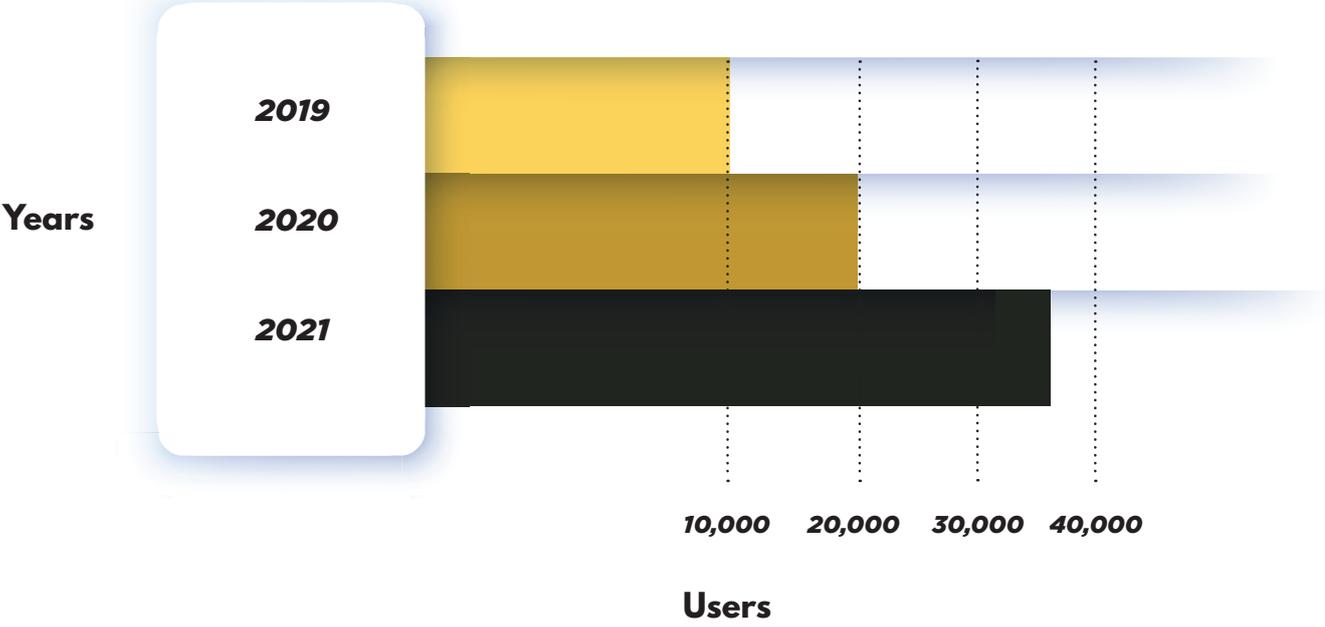




Sheria Kiganjani Application

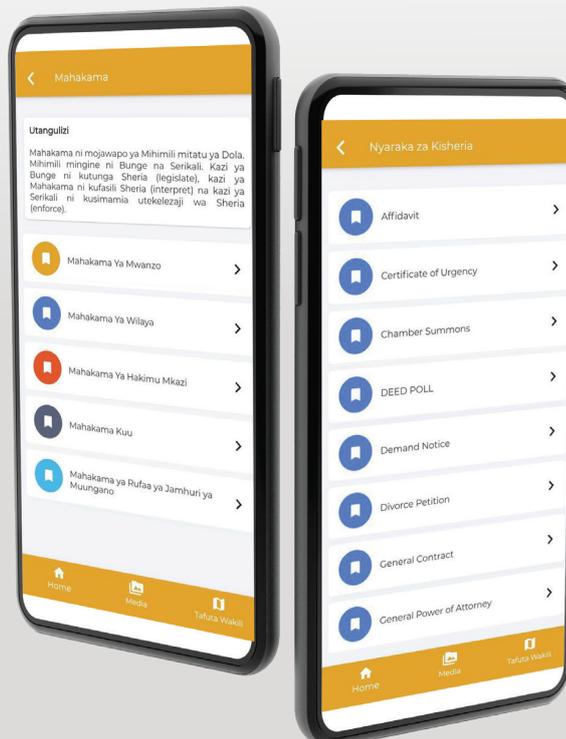
Sheria Kiganjani App was launched in September 2018, whereupon, it offered legal services right on your palm. It contained features such as Q&As on various legal subjects, legal documents, a direct link to an Advocate or lawyer to answer queries and questions, as well as Laws and regulations of the country.

This innovation over the years has grown immensely, such as an increase in downloads and users every year, to lengths that have seen it being used by various institutions such as LANDESA, in offering legal help and easy access to justice through one platform.





It has as well evolved with time whereby in 2019, a new look with better user-experience was developed that included an affordable subscription feature.





Our New Partners in 2021

A) Partnership with Segal Family Foundation



Segal Family Foundation is a foundation built with the purpose of reaching out and making an impact to the society, by extending a helping hand to various organizations with the mission to improve people’s lives, and supporting them through funds and formidable relationships, that will guide and train these organizations into giving the best service.

Kiganjani to benefit from Organizational running support, in terms of funds. This fund from Segal Family Foundation has been helping our organization in the area of marketing, operational costs as well as salaries of employees.

In July 2021, Sheria Kiganjani partnered with Segal Family Foundation, a one-year partnership which will entail Sheria

Our partnership with Segal has resulted into linking Sheria Kiganjani with a pool of funders as well as organization set milestones, which basically lies on increasing the impact and outreach in providing justice in Tanzania;



B) David Weekley Family Foundation (DWFF)

David Weekley Family Foundation (DWFF) is based on the Biblical mandate that to whom much is given, much is expected. DWFF partners with organizations that use funds effectively, that do the most with the least, always being respectful and encouraging to those they serve. DWFF has partnered with Sheria Kiganjani after finding our exceptional work being done in Tanzania especially on their strategic focus of providing legal awareness and justice so that individuals have the opportunity to enjoy the gift of life.

DAVID WEEKLEY FAMILY FOUNDATION

The 2021 grant from David Weekley Family Foundation has assisted Sheria Kiganjani in the outreach programs to vulnerable groups especially women and children.



Our Projects and Activities implementation in 2021

A. East African Crude Oil Pipeline (EACOP) Project



The EACOP project is a 1,443Km crude oil pipeline, which will transport Uganda's crude oil from Kabaale, Hoima in Uganda, to the Chongoleani Peninsula near Tanga port in Tanzania. The two nations instilled the foundation stone in Tanga Chongoleani, on 5th August, 2017. It is a project owned by Total Energies, and CNOOC Ltd.



Sheria Kiganjani was tendered with the provision of legal services to the Project Affected Persons of the East Africa Crude Oil Pipeline. This project is about the construction of a pipeline, which runs from Uganda and crosses Kagera to Tanga regions in Tanzania. The project led to land acquisition processes by the governments and its respective agencies, thus Sheria Kiganjani intervention.

Sheria Kiganjani platform was used to educate the project affected persons on their respective land, their rights, duties and obligations in receiving compensations as well as re-allocations. Furthermore, through this digital platform PAPs had the ability to contact us even after field works were completed, especially on the matters such as clarification, grievance and more information about the project and any other legal matter.



B. Stand For Her Land Campaign

STAND FOR HER LAND
HER RIGHTS. HER LAND. A BETTER FUTURE FOR ALL.

The Stand for Her Land Campaign is closing the implementation gap for women's land rights: the gulf between the strong standards in place to protect women's rights to land, and the realization of those rights in practice, so that millions of women can realize the transformational power of rights to land. Stand for Her Land drives lasting change on the ground through collective action and advocacy at grassroots, national, and global levels.

When a woman holds secure rights to her land, power dynamics shift. Her dignity, household decision-making, and economic freedom increase. As a global community, we move closer to gender equality. *This campaign in Tanzania is built up by a coalition of 25 organizations*, Sheria Kiganjani being one of them as well as the leading technological partner in the

coalition where our technology is used to collect data as well as educate women's in Tanzania regarding their land rights. S4HL Tanzania works to create local and national awareness of women's legal rights, promote access to justice, and allow for inclusive and equal participation in decision-making so all Tanzanian women can access, own, control, inherit, use, make decisions, and benefit from land.

This campaign in Tanzania is built up by a coalition of

25

organizations



During the pandemic (COVID-19), we received over

1,970 cases

C. COVID-19 emergence response in partnership with Landesa - funded by Bertha Foundation

Fahamu Sheria Foundation participated in a special COVID-19 Emergency Response in partnership with LANDESA, a project which was funded by Bertha Foundation. Through this partnership, Sheria Kiganjani via its digital platforms participated in providing awareness and quick responses to different Gender Based Violence which increased due to the fact that most of the societies were in lockdown.

During the pandemic (COVID-19), we received over 1,970 cases from women who experienced violence of different forms such as



showing the need of educating our community about gender equality and stopping violence.

8%
gender discrimination

3%
verbal abuse

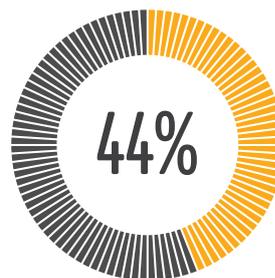
5%
other cases

D. Exhibition (16 Days of Activism Against Gender Based Violence)

Over the last few decades, gender-based violence has gained international recognition as a grave social and human rights concern. In Tanzania, gender-based violence is widespread; the most recent Tanzania Demographic and Health Survey found that 44% of ever-married women have experienced physical and/or sexual violence from an intimate partner in their lifetime. ICRW and the University of Dar es Salaam’s Department of Sociology and Anthropology, in partnership with EngenderHealth, conducted a qualitative

study in three target regions of the country: Dar es Salaam, Iringa, and Mbeya.

Lately, Sheria Kiganjani has been receiving many cases regarding Gender based violence and this has been one of the root reasons for increasing inequality in our society. Last year, Sheria Kiganjani participated in the launch of 16 days of activism against Gender based violence, Sheria Kiganjani being one of pioneers of fighting GBV through the use of technology, participated and had a chance to explain how our platform works in the Digital Tool exhibition which took place on 26th of November 2021 at Julius Nyerere International Convention Center, where the Guest of Honor was Kate Somvongsiri, the USAID Mission Director for Tanzania.



Ever-married women have experienced physical and or sexual violence from an intimate partner in their lifetime

E. Corporate Social Responsibility

“From what we get, we can make a living; what we give, however, makes a life”

With every hurdle, triumph and challenge that came our way, we have always been grateful to our Partners, stakeholders and most importantly our users, without the contribution made by each and every one, we would not be where we are today.

In celebrating our third-year anniversary, we managed to visit the patients of Muhimbili National Hospital, Jakaya Kikwete Cardiac Institute, most of whom are children together with the patients of the Ocean Road Cancer Institute, donating important essentials that the patients needed during their time at these hospitals.

Furthermore, we provided health insurance covers through the National Health Insurance Fund for 150 children who cannot afford health services. The children were selected from three orphanage centers namely St. Alban Tuamoyo orphanage Center, Zaidia Orphanage Center (Sinza) and those living under the care of the Tanzania Widows Association (TAWIA).

We believe in impacting change especially in the community around us, we implore other social impact organizations and entities to look outside the box of service delivery and impact positive change around their communities, in every way possible.



150 children
Provided health insurance covers through country





Reach, Impact and Achievements

Our organization was created to solve a problem, a justice problem. Our research before the start of Sheria Kiganjani saw that, of the 55 million Citizens of Tanzania, 22 million of them have either no access to justice, or have no idea that it even does exist. A large number of these people are found in the rural areas, where any social facility or services is a rare gem.

Justice cuts across everyone's life, to emphasize its importance. It is more than following rules and orders set by the system, it is about getting what you deserve as well. This was a gap that needed to be narrowed.

Justice is one thing, accessibility is another, and that is how Sheria Kiganjani was born. It is a blend of the legal world and technology, to make it easy to reach out and make an impact. A lot has been done to make justice accessible;

a) Bulk SMS

As pointed out earlier, most of the people who need legal help are in rural areas. The mobile application alone is not enough to reach out to these people. Therefore, we launched the use of bulk SMS, where we sought to send different legal tips and facts to different communities, based on the problems they are facing and solutions they can use.

One of the segments launched was IJUE SHERIA (Know the laws), where these legal tips and facts were sent to people, at least twice every month.



b) Social Media coverage.

There are more than 4 billion people active on social media as you are reading this, that is 56% of the world population. That is a market and outreach you do not ignore.

Sheria Kiganjani is active in four social media sites namely Instagram, Twitter, Facebook and LinkedIn. We use these platforms to push and educate people on various aspects of law, the help and service we provide and events and participation we are engaged in. We have a total of 10,145 followers on these social media sites, with 5,235 on Instagram, 4,010 on LinkedIn, 560 on Facebook, and 340 on twitter.



of the world population use social media platforms

SOCIAL MEDIA FOLLOWERS

Sheria Kiganjani Social Media Outreach



We have three segments weekly shared in these platforms;

Fahamu Sheria

Fahamu Sheria is a segment posted every Monday, where we get to educate our subscribers and users of various legal tips and facts that are part of our laws. These legal facts are chosen from across various topics, be it land laws, civil and criminal laws, labor laws or Intellectual property laws



Uliza Wakili

This is a Wednesday special segment, where people are allowed to ask questions on the topic chosen for that week, and get answers free of charge, in the comment section.



Ijue Katiba

This segment is dedicated to giving various provisions of the Constitution, as an attempt to get people to know their Constitution, as the campaign for a new constitution spread and grows every day in our country.

These social media posts are as well accompanied by occasional promotional posts, on various services we offer and the application itself.





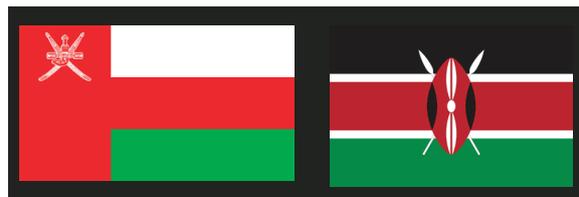
C. Calls and Inquiries

We have displayed our phone number, as well as a direct emailing system to our lawyers, where anyone who visits our social sites can call and inquire on their matters, and after paying the required fees, they get to chat or talk to a lawyer and help them solve their problems.

At Sheria Kiganjani, we offer legal help and advice at a very affordable price. Our outreach has gone across rural parts

of the country, as we receive calls and text messages from people of different ethnicities, asking for advice or legal help. We have a good number of people who come back once in a while for help, indicating that they were satisfied with the help they got and they can rely on our help.

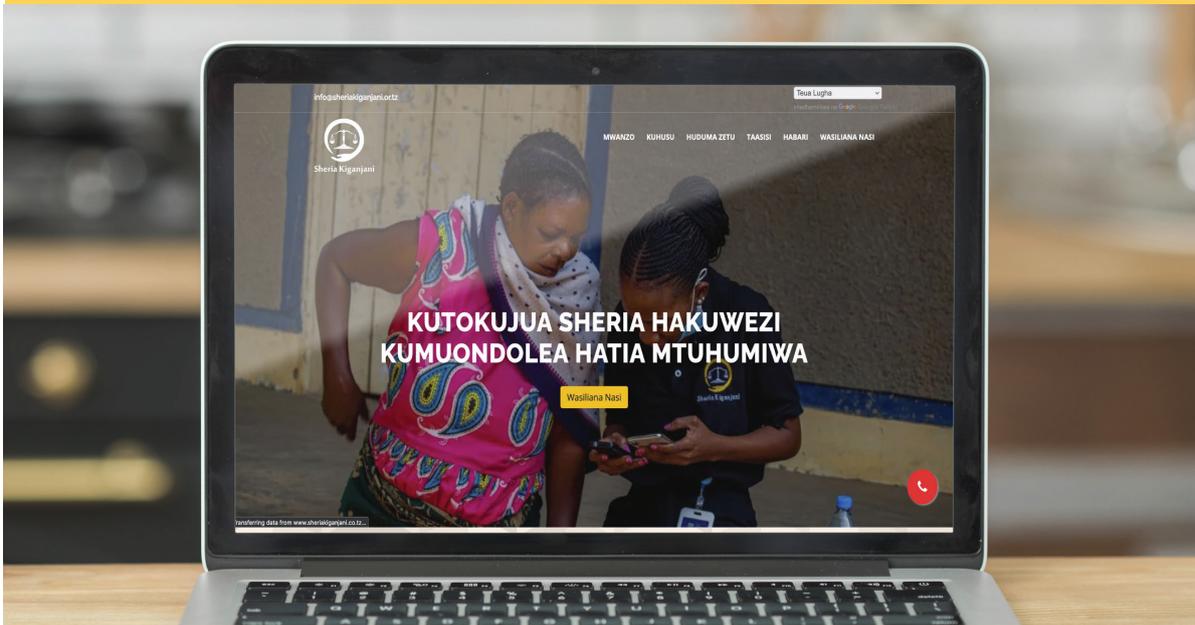
We are also proud to have received calls and inquiries from outside the country this year. Specifically, from Kenya and Oman. This is proven by having more than forty thousand users to date, an increase of 19% since the turn of the new year.



We are also proud to have received calls and inquiries from outside the country this year.

How We Work

Through digital platforms WEBSITES (www.sheriakiganjani.or.tz)



MOBILE APPLICATIONS (Published on Play store and Appstore)



**TOLL FREE CALL CENTER
(IVR TECHNOLOGY)**

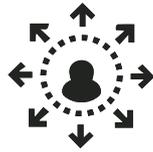


SHORTCODE SOLUTIONS (SMS TECHNOLOGY)
Regardless of their location.



SHERIA KIGANJANI STATS AT A GLANCE:

GENERAL STATS:



439,500+
Audience Reached



16,100+
Resolved Legal Enquiries



6,720+
Legal Documents Downloaded



730+
Advocates connected

MOBILE APP STATS



27.1%
User Growth
in 2021

67% ACTIVE
USERS

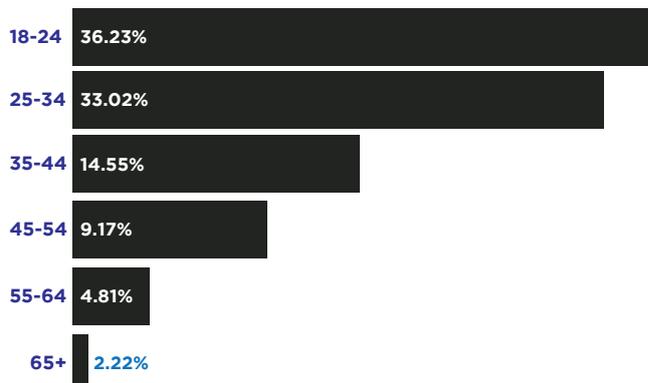
WEBSITE STATS



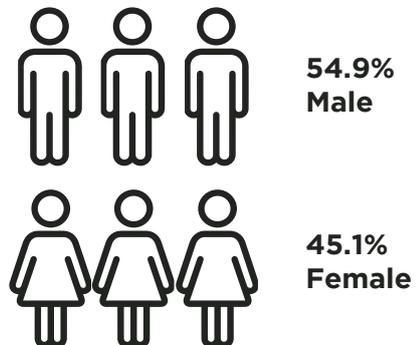
32.3% VISITS
GROWTH
IN 2021

USERS STATS

USERS BY AGE GROUP:



USERS BY SEX/GENDER:





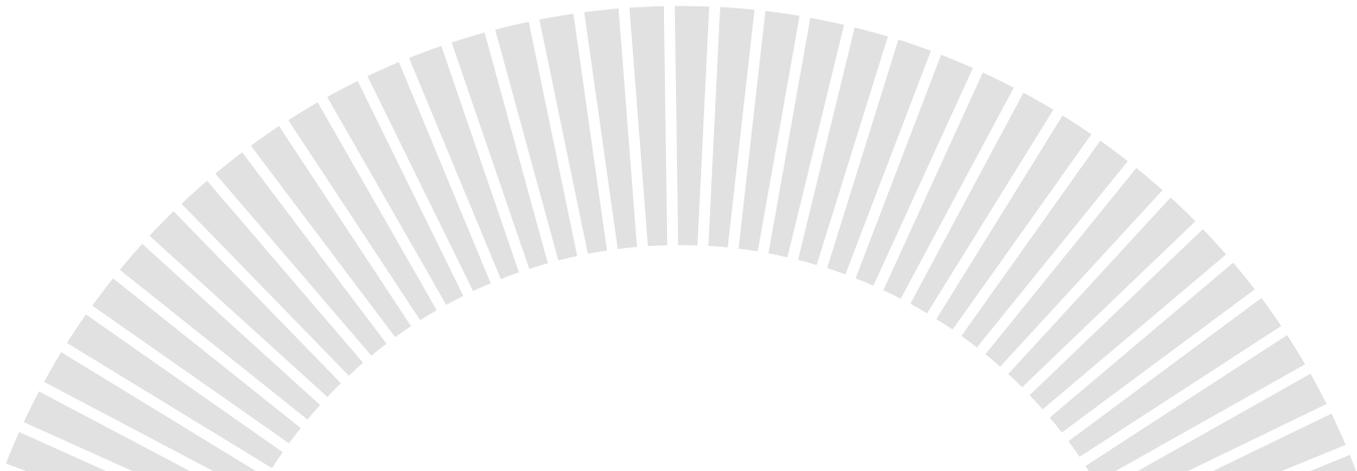
What's Next In 2022?

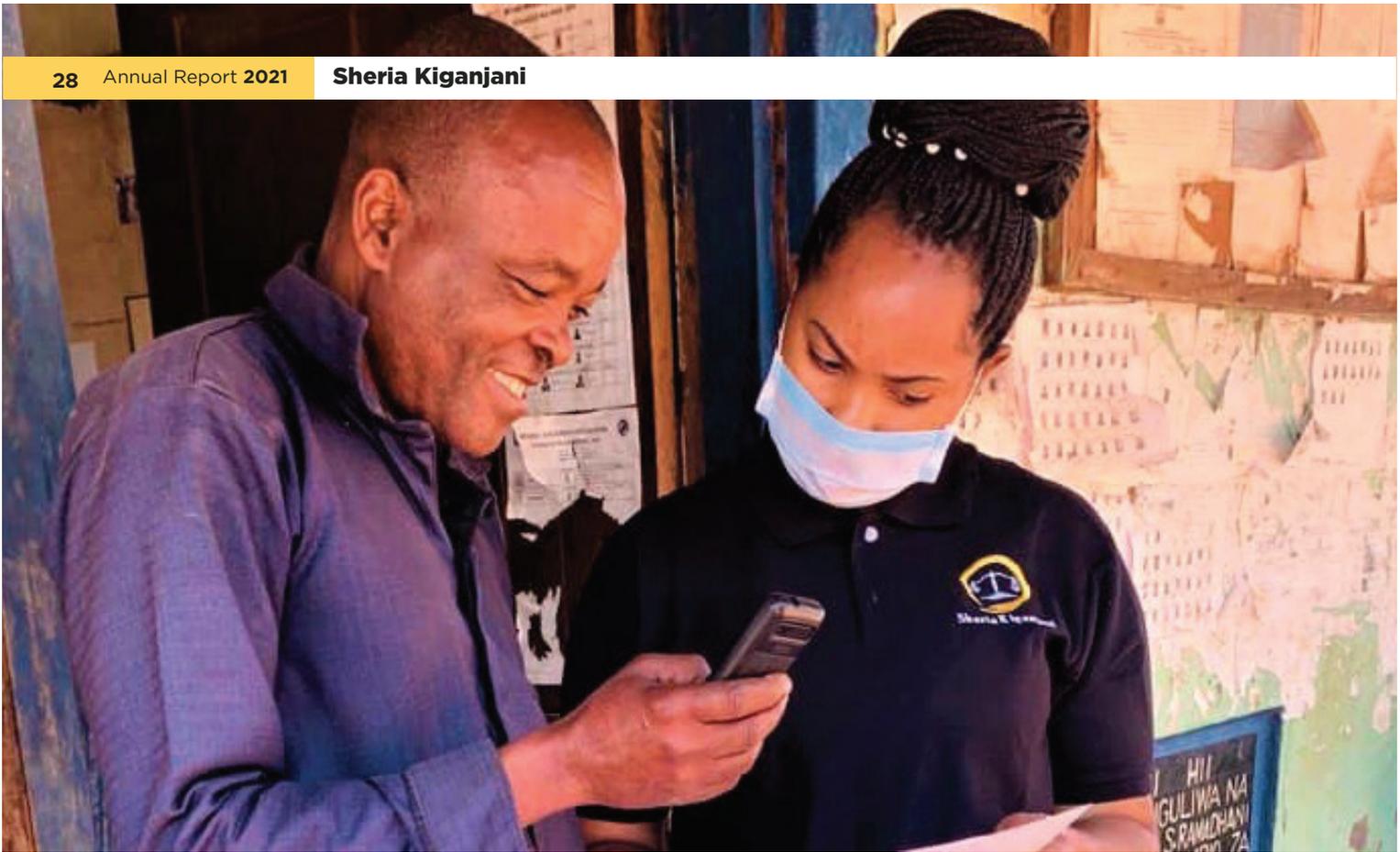
It's 2022. A new year, but the goals and aspirations of our organization remain the same. To provide the best legal service to our community, to the best of our ability. Our aspiration is to work as if we are starting afresh. Go back to the people who are unable to afford and have access to justice.

Main Key Areas in 2022

Understanding the increasing need of our services by the majority disadvantaged urban, peri-urban and rural community in the country SK in 2022 will focus on the selected key areas and efforts per activity.

KEY AREAS AND EFFORTS PER ACTIVITY





We have set our sights at more outreach through;

a) Radio Interviews and jingles.

The rural areas have no access to internet or social media campaigns that we conduct. But radios are a constant mode of information in these areas. We aspire to use more of these so that we can reach out to the people who need our service the most.

b) Use of bulk SMS.

Bulk SMS sends information as text messages and pop ups. A constant reminder and giving of information will help reach our target.

c) Modify and simplify access to our Application and Website

We intend to improve the website and mobile application, in a manner that is more informative, easy to use, and easy to access a lawyer and have inquiries solved.

d) Form formidable partnerships

We intend to form good partnerships with stakeholders of different organizations and individuals as well. These partnerships help us to grow, and form good relationships that will be important in achieving our goals.

e) Participate in different activities, events, and awards

These events help us get the recognition we need, and reach out on the services we provide. As well as we can get to learn from our fellow peers, and get constructive criticism that will help us improve our services.



Note of Thanks To Our Partners

A warm thank you to our new and existing partners for trusting in our vision and mission and for collaborating with us throughout 2021. We look forward to the continuation of these partnerships in the coming year and we look forward to inviting new partners on board our journey to bridging the justice gap in Tanzania.

1. Segal Family Foundation:

Thank you for partnering with us and supporting our work through funding and capacity building. We believe that this support will help amplify the work we do and our reach as we grow towards our vision of bridging the justice gap in Tanzania.

Segal Family Foundation 

2. Dovetail Impact Foundation:

Thank you for choosing us as part of the Dovetail Impact Foundation (formerly, David Weekley Family Foundation) grantees 2021-2022, and for supporting us in strengthening our communications through branding and communications capacity building.

DAVID WEEKLEY FAMILY FOUNDATION

3. LANDESA:

Thank you for partnering with us in various projects aimed at promoting land Rights and general access to justice for women in Tanzania.

 Landesa™
Rural Development Institute

4. Stand4HerLand:

Thank you for making us your legal tech partners in implementation of the campaign and ensuring the promotion of secure and equal access to Land, closing the gap between the laws and practice, empowering millions of women in the process.

STAND FOR HER LAND
HER RIGHTS. HER LAND. A BETTER FUTURE FOR ALL.

5. Hiil:

Thank you for allowing us to be part of the justice accelerator programme which exposed us to a global network of innovators seeking to solve people's justice problems every day

 Hiil
user friendly justice

CONTACT/REACH US THROUGH

Call +255 621 900 555

Email info@sheriakiganjani.or.tz

7th Floor, Tanzanite Park Victoria Area

P.O. BOX 6622, Dar Es Salaam,
Tanzania

Follow us on Social Media:

@Sheria_Kiganjani  

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@SheriaKiganjani 

